

MEPS WEB SITE CUSTOMER SATISFACTION SURVEY RESULTS – JULY 1999

1. Please select one category that best describes your profession:

Profession	Frequency	Percent
Health Provider	13	16.5
Researcher	42	53.2
Education	12	15.2
Other	12	15.2

Type of Health Providers:

- Nursing Home Administrator
- Nurse Administrator
- Nurses (7)
- Healthcare Advocate
- Medical Technologist
- Physicians (2)
- Wellness Coordinator

Research Setting:

- College/University (19)
- Epidemiologist
- Government (5)
- Health Economist
- Private Organization (10)
- Nonprofit (5)
- Self-employed

Education Capacity:

- Professor/Instructor (8)
- Student (4)

Other Occupation:

- Actuary
- Government statistician (2)
- Health Information Management
- Healthcare Management – Marketing
- President/CEO
- Healthcare Consultant
- State government
- Writer (2)

2. Which of the following types of MEPS public use data files have you used?

Publication	Frequency	Percent
MEPS Household Component	47	59.5
MEPS Nursing Home Component	24	30.4
None	26	32.9

DATA FILES

Format	Frequency	Percent
Diskette	4	7.4
CD-ROM	15	27.8
Web site	35	64.8

3. If you have used MEPS public use data files on diskette, please rate these factors:

Diskette Data Files (n=4)	Frequency	Percent
Ease of use:		
excellent	1	25.0
very good	2	50.0
good	1	25.0
fair	0	0
poor	0	0
Meets your research needs:		
excellent	0	0
very good	3	75.0
good	1	25.0
fair	0	0
poor	0	0
Overall satisfaction:		
excellent	0	0
very good	3	75.0
good	1	25.0
fair	0	0
poor	0	0

4. If you have used MEPS public use data files on CD-ROM, please rate these factors:

CD-ROM Data Files (n=15)	Frequency	Percent
Ease of use:		
excellent	6	40.0
very good	5	33.3
good	3	20.0
fair	1	6.7
poor	0	0
Meets your research needs:		
excellent	5	33.3
very good	4	26.7
good	4	26.7
fair	2	13.3
poor	0	0
Overall satisfaction:		
excellent	5	33.3
very good	5	33.3
good	4	26.7
fair	1	6.7
poor	0	0

5. If you have used MEPS public use data files by downloading them from the MEPS Web site, please rate these factors:

Web Site Data Files (n=35)	Frequency	Percent
Ease of use:		
excellent	16	45.7
very good	12	34.3
good	5	14.3
fair	2	5.7
poor	0	0
Meets your research needs:		
excellent	9	25.7
very good	15	42.9
good	8	22.9
fair	2	5.7
poor	1	2.9
Overall satisfaction:		
excellent	11	31.4
very good	16	45.7
good	6	17.1
fair	2	5.7
poor	0	0

6. What statistical software do you use?

Statistical Software	Frequency	Percent		SAS Version	Frequency	Percent
SAS	31	39.2		6.0 – 6.13	24	77.4
STATA	11	13.9		7.0	2	6.5
SUDAAN	11	13.9		8.0	1	3.2
SPSS	19	24.1		Unknown	4	12.8
Other (Filemaker Pro, Data Desk, Excel, VPLX)	7	8.9				

7. How often do you access the MEPS Web Site?

Access	Frequency	Percent
Never	19	24.1
Less than once a month	33	41.8
At least once a month	22	27.8
About once a week	3	3.8
Several times a week	2	2.5
Once a day	0	0

8. How easy/difficult is it for you to find information on the MEPS Web site?

Ease of Use	Frequency	Percent
Never use	19	24.1
Easy	40	50.6
Moderately difficult	19	24.1
Very difficult (answer is not "very difficult" would rather have a "no opinion" option)	1	1.3

9. How would you rate the overall content of the MEPS Web site?

Content Rating	Frequency	Percent
Never Use	19	24.1
Excellent	15	19.0
Very good	28	35.4
Good	14	17.7
Fair	3	3.8
Poor	0	0

10. Have you ever encountered any of the following problems in accessing the MEPS Web Site?

Access Problem	Frequency	Percent
Unable to connect with server	11	13.9
Unable to use the e-mail	2	2.5
Error message (i.e., Type 404, etc.)	7	8.9
Site too busy/too many users	9	11.4
Other Problems (specify):	0	0
No problems encountered	35	44.3

11. If you have ever sent an e-mail from the MEPS Web site requesting MEPS information, please rate the response you received to your e-mail request(s):

E-mail Rating	Frequency	Percent
Never used	57	72.2
Answered in a timely fashion:		
Excellent	13	16.5
Very good	6	7.6
Good	2	2.5
Fair	1	1.3
Poor	0	0
Adequately responded to your question:		
Excellent	11	13.9
Very good	5	6.3
Good	4	5.1
Fair	2	2.5
Poor	0	0
Usefulness of response:		
Excellent	10	12.7
Very good	6	7.6
Good	4	5.1
Fair	1	1.3
Poor	1	1.3

12. What type of Internet browser(s) do you use?

Browser	Frequency	Percent
Netscape	45	57.0
Internet Explorer	29	36.7
Mosaic	0	0
Text Only	1	1.3

13. How do you learn about new releases of MEPS data or publications?

New Release Information	Frequency	Percent
Visit the site	28	35.4
On e-mail list	35	44.3
Member of the MEPS List Server	19	24.1
Telephone call with AHCPR	1	1.3
From AHCPR Publications Clearinghouse	13	16.5

14. If you have ever received MEPS Research Findings, Methodology Reports, Chartbooks, or Highlights Publications, how did you obtain the publications?

Publication Source	Frequency	Percent
HTML File from Web site	16	20.3
PDF file from Web site	17	21.5
Request from Clearinghouse	11	13.9
Request through e-mail	10	12.7
On mailing list	31	39.2

PUBLICATION TYPE

Media	Frequency	Percent
HTML	23	26.1
PDF	21	23.9
Printed	44	50.0

15. If you have ever used an HTML version of any MEPS Research Findings, Methodology Reports, Chartbooks, or Highlights Publications, please rate the:

HTML Publications (n=23)	Frequency	Percent
Design:		
Excellent	9	39.1
Very good	8	34.8
Good	5	21.7
Fair	1	4.3
Poor	0	0
Content:		
Excellent	8	34.8
Very good	10	43.5
Good	4	17.4
Fair	1	4.3
Poor	0	0
Overall Satisfaction:		
Excellent	8	34.8
Very good	6	26.1
Good	9	39.1
Fair	0	0
Poor	0	0

16. If you have ever used a PDF version of any MEPS Research Findings publications, please rate the:

PDF Publications (n=21)	Frequency	Percent
Design:		
Excellent	9	42.9
Very good	6	28.6
Good	6	28.6
Fair	0	0
Poor	0	0
Content:		
Excellent	7	33.3
Very good	8	38.1
Good	5	23.8
Fair	1	4.8
Poor	0	0
Overall Satisfaction:		
Excellent	7	33.3
Very good	8	38.1
Good	6	28.6
Fair	0	0
Poor	0	0

17. If you have ever used a printed version of any MEPS Research Findings publications, please rate the:

Printed Publications (n=44)	Frequency	Percent
Design:		
Excellent	19	43.2
Very good	16	36.4
Good	7	15.9
Fair	2	4.5
Poor	0	0
Content:		
Excellent	15	34.1
Very good	19	43.2
Good	7	15.9
Fair	3	6.8
Poor	0	0
Overall Satisfaction:		
Excellent	15	34.1
Very good	18	40.9
Good	9	20.5
Fair	2	4.5
Poor	0	0

18. What research topic(s) would you like to see in future MEPS publications, or are there any other suggestions for improving the MEPS Web site, publications, or this survey?

To preserve confidentiality, responses were condensed and paraphrased as listed below. In general, respondents requested:

- more data related to eldercare, prevention issues, long-term care, mental health, unmet needs, impact of technology on health care organizations and providers, and quality of care;
- utilization and costs: laboratory tests, families health costs, medication use, out-of-pocket costs, alternative and complementary therapies;
- overall summary of MEPS and its component parts, more clear and precise instructions to convert files, statistical multivariate methods applied to health services utilisation, better description of data points contained in datasets, data tables rather than charts, and support groups for individuals doing research in same areas.
- Overall very satisfied with services and quality of publications but some of the publications received are damaged and respondents would like to see more publications in general.